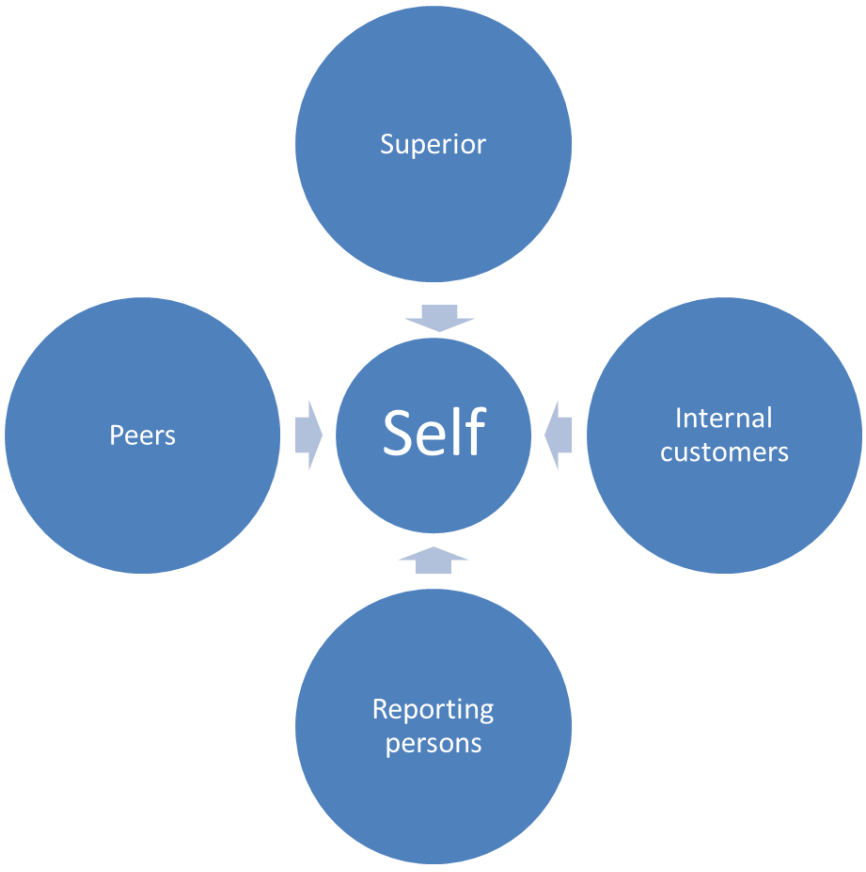
WHAT IS THE 360 DEGREE FEEDBACK AND WHAT IS IT USED FOR?

The 360 degree feedback is a tool supporting personal development of managers.

It contains information on how the Assessed Person is perceived by other people with whom he/she works in the organization. The assessment is made by: superior, peers, reporting persons and, sometimes also, customers. Thanks to complexity of responses the Participant gains valuable knowledge on how he/she is perceived by the others, which personality traits are highly evaluated and which need further improvement. He/she has a chance to compare his/her self-assessment with the assessment made by other people and can efficiently work on strengthening his/her position as a leader and a team member, on improving communication skills and on building up respect.

A report prepared based on the survey results is an excellent basis for planning his/her own personal development.

Assessment Scheme:



ADVANTAGES TO THE ASSESSED INDIVIDUALS:

They receive constructive and direct feedback from many people that would be difficult to collect otherwise.

They get a more open and accurate feedback than in their appraisal, especially in the areas such as: Leadership and Motivating that are best assessed by direct reports.

The assessment allows to increase mutual understanding between the Individual and their superior.

They can discuss the results with an independent coach and on that basis plan their development.

WHAT IS THE RESULT OF THE SURVEY?

The result of the survey comprises in:

- written report
- feedback session in form of a face-to-face meeting with the Team Leader

Each participant receives an individual written report including such information as e.g.: average score for the surveyed skills, results received from various groups of respondents (e.g. average score received from reporting persons, co-workers, department head), the behaviors with the highest and lowest score and verbal comments given by the respondents. The report is prepared in a user friendly and clear form.

Face-to-face meetings with the consultant are valuable elements of the whole process. The purpose of the meetings is to discuss the results and translate them into development objectives.

HOW DOES THE ASSESSMENT PROCESS LOOK LIKE?

The survey is made via an internet system. Each respondent receives an individual access code entitling to a single participation in the survey.

I AM THE ASSESSED PERSON. DO I ASSESS MYSELF?

Yes. Each Assessed Person receives an invitation to make a self-assessment. The self-assessment is an important element of the whole process.

ARE THE RESPONSES CONFIDENTIAL?

The system is equipped with all necessary data protection features. The results are presented as an overall without specifying which responses come from which persons.

Note: Respondents are asked to fill in questionnaires by personal invitations. The system registers which respondents filled in the questionnaire. This information might be then used to sent out reminders. The answers are registered in a separate data base that does not record names of the authors of the answers. The entire process resembles voting process in elections. Electoral office has information on who voted, but the very responses are confidential and it is impossible to link them to particular voters.

CAN I FILL IN THE SURVEY FROM MY HOME PC?

Yes. The received link can be forwarded to your private email and you can fill in the survey from any PC.

HOW IS THE PRIVACY PROTECTED IN CASE OF A SMALL GROUP OF RESPONDENTS (REPORTING PERSONS)?

In case when a group of reporting persons is smaller than 3, in order to ensure privacy, the group is included into another one. The results received from the reporting persons and coworkers, in such a situation, will not be shown separately but they will be combined into one group called „Peers".

The privacy protection does not apply to the Department Head/ Superior. His/her results are shown as a separate group.

HOW DOES THE FILLING IN PROCESS LOOK LIKE IF I ASSESS SEVERAL PERSONS?

If you have been invited to assess several persons, the link in the invitation redirects you to the page where you can manage all your surveys.

When you have to fill in a few surveys, do not leave it to the last minute.

I HAVE MANY PERSONS REPORTING TO ME. DO I HAVE TO FILL IN SURVEYS FOR ALL OF THEM?

The role of the Department Head/ Superior is to fill in surveys for all reporting persons who participate in the survey. Lack of assessment made by the department head does not allow to have a complete picture and the Assessed Person is then deprived of a very important part of information.

HOW TO FILL IN THE SURVEY?

Time required to fill in the survey: approx. 20 minutes.

The survey consists of three parts:

1. Closed-ended questions

Responses to points in form of closed statements are marked on the scale:

very rarely – rarely – occasionally – often – very often – no opinion

Rating "No opinion" can be chosen when you did not have a chance to observe the behaviour in question. It is equal to "I don't know" or "Not observed."

2. "Add your own comment" at the end of each page

Closed questions are always limiting and sometimes it is difficult to give a straightforward answer or one is tempted to elaborate more on the subject, therefore under each portion of questions describing a given area there is room to complete your answers.

3. "Open comments" at the end of survey

Here, you can put, in your own words, which personality traits and skills of the Assessed Person you rate highly and which, in your opinion, require some improvement – e.g. in order to be a better leader, work more efficiently as a team member or fully utilize his/her skills.

Here, you can also express your comments which were not included in the questions.

This part of the survey is very important for the Participants, so please take your time to give honest and reliable answers.

WHAT SHOULD I DO IF I AM NOT ABLE TO GIVE A STRAIGHTFORWARD ANSWER TO ONE OF THE QUESTIONS?

The majority of questions concern single, simply defined behaviours. Although if you do have problems in giving a straightforward answer please address the question as well as you can and give more descriptive details in a designated spot at the end of a given page.

DO THE PEERS AND CUSTOMERS RESPOND TO THE QUESTIONS DIRECTLY RELATED TO THE TEAM MANAGEMENT ACTIVITIES?

Yes. Even not being the direct report yourself, you can still have your own comments or suggestions. Some of the questions ask for typical behavior towards subordinates. If you worked so closely with the assessed person or his/her team that you had the opportunity to observe a variety of managerial behavior, write your own opinion selecting a concrete answer. If you do not have a possibility to observe the behaviour of the assessed person towards his/her team, just select “no opinion”. Your voice will be valuable in other responses.

HOW TO RESPOND TO THE QUESTIONS RELATED TO THE CUSTOMERS?

Questions about the clients relate to the internal and external customers who are receiving services from the assessed person. We assume that each of the participants have clients understood as a contractor or user. Even if a Participant has no direct relationship with a customer, it is important, how thinking about the end-user of products and services influences his/her work.